

# access & service

## summarized results



The "Comparing the Quality of Maryland HMOs" 1999 consumer guide presents relative scores using the circle symbol.

Provided by Maryland Health Care Commission

**How well do HMOs provide their members with information, services and access to care?**

The symbols illustrate how each HMO compares to the average for all Maryland HMOs. Bar graphs on pages 6 through 10 show scores for each HMO on these topics.

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Higher than average scores mean better performance.

- **Higher**  
Represents an *Above Average* score
- ◐ **Average**  
Represents an *Average* score
- **Lower**  
Represents a *Below Average* score

\* Circles show the results of statistical tests between each HMO's score and the average for all HMOs shown. Differences are statistically significant, meaning scores vary by more than could be accounted for by chance.

## HMO

**How People Rated Their Health Plan<sup>a</sup>**  
graph page 6

**Getting Care Quickly<sup>b</sup>**  
graph page 6

**Portion of Adults Seen by a Provider**  
graph page 7  
Age 20-44 Age 45-64

**How Often Doctors Communicated Well<sup>b</sup>**  
graph page 7

HMO	How People Rated Their Health Plan <sup>a</sup>	Getting Care Quickly <sup>b</sup>	Portion of Adults Seen by a Provider	Portion of Adults Seen by a Provider	How Often Doctors Communicated Well <sup>b</sup>
Aetna US-MD	◐	◐	●	●	◐
Aetna US-VA	○	◐	◐	◐	◐
CapitalCare	◐	◐	○	○	◐
CIGNA	○	◐	●	●	◐
Delmarva	●	●	●	●	●
FSHP	●	◐	◐	◐	◐
GWUHP	◐	○	●	●	◐
Innovation	○	◐	NA <sup>c</sup>	NA <sup>c</sup>	◐
Kaiser	●	◐	●	●	○
MD-IPA; OCI	◐	◐	○	○	◐
NYLCare	◐	◐	○	○	◐
PHN	◐	◐	●	●	●
Principal	●	●	●	●	◐
Prudential	○	◐	○	○	◐
United	◐	◐	○	○	◐

<sup>a</sup> Comparisons based on the percent of members surveyed who gave their health plan a rating of 9 or 10 on a scale of 0-10 with 10 being the best.

<sup>b</sup> Comparisons based on the percent of members surveyed who responded 'always' to several related questions.

# summary

comparing the Quality of Maryland HMOs



Health Plan Customer Service <sup>c</sup> graph page 8	Helpfulness of Coverage Information <sup>d</sup> graph page 8	Helpfulness of Information for Choosing a Physician <sup>d</sup> graph page 9	Helpfulness of Information Explaining Referral Rules <sup>d</sup> graph page 9	Few Consumer Complaints <sup>e</sup> graph page 10	Satisfaction With Complaint Resolution <sup>f</sup> graph page 10	HMO
						Aetna US-MD
						Aetna US-VA
						CapitalCare
						CIGNA
						Delmarva
						FSHP
						GWUHP
						Innovation
						Kaiser
						MD-IPA; OCI
						NYLCare
						PHN
						Principal
						Prudential
						United

c Comparisons based on the percent of members surveyed who responded 'not a problem' to several related questions.

d Comparisons based on the percent of members surveyed who said the information received from their health plan was 'always' helpful.

e Comparisons based on the percent of members surveyed who said they did not report a complaint or problem with their health plan.

f Comparisons based on the percent of members surveyed who said they had complained to their health plan and their complaint was resolved to their satisfaction.

g Not available. The HMO could not report this number because an insufficient number of members were included in the rate to allow for plan comparisons.